

Comparisons of Job Characteristics

Focus Occupation: **Customer Service Representatives (43-4051)**

Associated Occupation: **Securities, Commodities, and Financial Services Sales Agents (41-3031)**

[Compare Knowledge](#)

[Compare Skills](#)

[Compare Abilities](#)

[Compare Detailed Work Activities](#)

[Compare Tools and Technologies](#)

<<	Focus occupation element is much lower
<	Focus occupation element is lower
0	Focus occupation element is at a similar level
>	Focus occupation element is at a higher level
>>	Focus occupation element is at a much higher level

Knowledge

Similarity of Focus Occupation to Associated Occupation: 77

Focus Occupation: Customer Service Representatives (43-4051)

Associated Occupation: Securities, Commodities, and Financial Services Sales Agents (41-3031)

Associated Occupation's Key Knowledge Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Customer and Personal Service	11.3	20.4	15.2	<<	Extensive education and/or training may be required
Sales and Marketing	5.2	15.1	4.4	<<	Extensive education and/or training may be required
Economics and Accounting	4.4	14.7	3.6	<<	Extensive education and/or training may be required
Mathematics	9.2	13.5	5.0	<<	Extensive education and/or training may be required
Law and Government	5.9	9.8	4.1	<<	Extensive education and/or training may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Skills

Similarity of Focus Occupation to Associated Occupation: 92

Focus Occupation: Customer Service Representatives (43-4051)

Associated Occupation: Securities, Commodities, and Financial Services Sales Agents (41-3031)

Associated Occupation's Key Skills Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Active Listening	11.0	14.9	12.6	<	A higher skill level may be required
Critical Thinking	10.8	14.5	10.5	<<	Extensive development of skills in this area may be required
Persuasion	7.4	14.2	10.6	<<	Extensive development of skills in this area may be required
Systems Analysis	6.5	10.6	5.2	<<	Extensive development of skills in this area may be required
Negotiation	6.8	9.9	9.0	<	A higher skill level may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Abilities		Similarity of Focus Occupation to Associated Occupation: 97			
Focus Occupation: Customer Service Representatives (43-4051) Associated Occupation: Securities, Commodities, and Financial Services Sales Agents (41-3031)					
Associated Occupation's Key Abilities Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation	
Oral Expression	12.4	15.8	13.3	<	Some improvement in abilities may be required
Deductive Reasoning	10.6	13.8	9.7	<<	Extensive improvement in abilities may be required
Speech Clarity	10.2	13.7	11.8	<	Some improvement in abilities may be required
Speech Recognition	9.9	13.4	11.8	<	Some improvement in abilities may be required
Fluency of Ideas	7.6	11.4	6.7	<<	Extensive improvement in abilities may be required
Originality	7.6	10.4	7.1	<<	Extensive improvement in abilities may be required
Mathematical Reasoning	6.3	9.4	6.1	<<	Extensive improvement in abilities may be required
Number Facility	6.3	9.3	5.4	<<	Extensive improvement in abilities may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Activities that Both Occupations Have in Common		Similarity of Focus Occupation to Associated Occupation: 78
Focus Occupation: Customer Service Representatives (43-4051) Associated Occupation: Securities, Commodities, and Financial Services Sales Agents (41-3031)		
Work Activities	Exclusivity of Activity	
Fill out business or government forms	42	
Interview customers	71	
Maintain records, reports, or files	5	
Maintain telephone logs	74	
Make decisions	24	
Obtain information from individuals	24	
Prepare reports	8	
Provide customer service	14	
Sell products or services	69	
Use computers to enter, access or retrieve data	3	
Use knowledge of written communication in sales work	69	

Not all positions in these occupations will necessarily perform all of the listed activities. The exclusivity rating is an indication of how unique the activity is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations engage in that activity.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Tools and Technologies that Both Occupations Have in Common

Similarity of Focus
Occupation to Associated
Occupation: 76

Focus Occupation: Customer Service Representatives (43-4051)

Associated Occupation: Securities, Commodities, and Financial Services Sales Agents (41-3031)

Tools and Technologies	Exclusivity
Business function specific software	1
Calculating machines and accessories	3
Computer data input devices	2
Computers	1
Content authoring and editing software	1
Data management and query software	1
Duplicating machines	6
Finance accounting and enterprise resource planning ERP software	2
Industry specific software	1
Information exchange software	1
Network applications software	1
Personal communication devices	2

Not all positions in these occupations will necessarily use all of the listed tools and technologies. The exclusivity rating is an indication of how unique the tool or technology is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations use that tool or technology.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.